



STYRELSEN FOR
PATIENTSIKKERHED

Health surveys

Supervision –
(much more) from the patients perspective

Charlotte Hjort

Head of dep., MD, ph.d., MPG



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The story

2002 Act on surveys at all nursing homes (frequentbased surveys) – 600-800 per year

2017 Act on surveys concerning health issues at 10% of all health institutions incl. nursing homes (risk-based surveys)

Politicians have changed the system from covering few types of health institutions to covering the whole health care system. That meant fewer surveys at nursing homes

Up to 250 per year

Lobbyism from patients organisations: Elderly people is a vulnerable group in the society – it is a mistake to perform fewer surveys at nursing homes

2018 Political deal of an extra survey

- It is implemented as two different types of surveys at the same institutions from the same authority (Dansih Patients Safety Authority) - 220 per year

- and in addition !!

- A survey conducted by the municipalities themselves (det kommunale tilsyn)

Two different types of surveys

Two different laws

- The Health Act (Sundhedsloven) – health issues (medication, recording of patient data, indication for diagnostic analysis and treatment, control and follow-up, etc.)
- Consolidation Act on Social Service (Serviceloven) – service issues (self-determination, life quality, relations, organisation, competences, procedures og documentation, rehabilitation, etc.)

Survey method

- Opening interview with the management
- Triangulation (interview, observation, documentation)
 - Health: Management, employees
 - Service: **Citizens or their relatives**, management, employees,
- Time-out
- Closing interview with the management

Emphasis on learning

Typical indicator – health survey

9: Gennemgang af og interview om instruks for rammedelegation

Tilsynsførende gennemgår instruks for rammedelegation for lægeforbeholdt virksomhedsområde med ledelsen og interviewer personalet, om de kender og følger instruksen. Instruksen skal foreligge på de behandlingssteder, hvor personalet udfører lægeforbeholdt virksomhed.

- a. Ved gennemgang af instruksen skal følgende fremgå:
at omfang, og håndtering af rammedelegation er patientsikkerhedsmæssigt forsvarligt
- b. Personalet er interviewet, om de kender og følger instruksen, jf. ovennævnte punkt.

Referencer:

Bekendtgørelse om autoriserede sundhedspersoners benyttelse af medhjælp (delegation af forbeholdt sundhedsfaglig virksomhed), BEK nr. 1219 af 11. december 2009

Vejledning om autoriserede sundhedspersoners benyttelse af medhjælp (delegation af forbeholdt sundhedsfaglig virksomhed), VEJ nr. 115 af 11. december 2009

	Opfyldt	Ikke opfyldt	Ikke aktuelt
9a. Gennemgang af instruks for rammedelegation. Instruks opfylder krav			
9b. Interview om instruks for rammedelegation. Personalet kender og følger instruksen			

Fund og kommentarer:

Typical indicator – service survey

Målepunkt 1.2 Pleje af borgere ved livets afslutning

Målepunktet omhandler, hvordan plejeenheden med udgangspunkt i borgerens ønsker varetager pleje og omsorg, herunder pleje og omsorg ved livets afslutning.

Målepunktet vil blive vurderet på baggrund af dialog med borgere tilknyttet plejeenheden, eventuelt pårørende samt ledelsen og medarbejdere

After survey

- Scoring in four groups (0-3) after survey
- Shipment of report
- Hearing in three weeks
- Supplement - "conclusion after hearing"
- Publication at homepage

Categories and possible sanctions

- No problems
- Less problems – recommendation +/- plan for improvement
- Bigger problems – injunction
- Critical problems – prohibition

Patientjourney – project of methotrexat

Survey on
specialist
(dermatologists,
rheumatologist)



Survey on general
practitioners



Survey on nursing
homes and home
nursing

Development issues – main questions

- How to balance the focus between the hard core patientsafety and the well-being of the patient/citizen?
 - The operations went well, but the patient died
 - The patient was so satisfied with pain killers (morphin), but he died from a missed acute bowel disease
- How to include patients/citizens in the best way?

Thank you for your attention